

## **CIRCULATION POLICY**

The Norwalk Easter Public Library has established the following guidelines to facilitate access to the collection while ensuring its protection.

### **Registration and Library Cards**

- Library cards are available to individuals of all ages.
- To obtain a card, individuals must complete an application form and provide two forms of identification with name and current address. One of the forms must also include a photo id.
- Individuals under 16 years of age must have a parent or guardian provide identification and sign the application form.
- Library cards are available free of charge to:
  - Residents of Norwalk
  - Residents of counties or cities that contract for library service
  - Residents of communities participating in the State Library of Iowa's Open Access program
  - Institutions/businesses located in Norwalk or in counties or cities that contract for library service
- If none of the above requirements are met, a card may be purchased for a non-refundable annual fee.
- Library cards are issued and may be used at the time of application.
- Library cards are issued for a one-year period. Cards are renewable by providing confirmation of current address. Outstanding fees must be paid and overdue materials returned before the card will be renewed.
- Customers must have their card with them to borrow materials.

**Lost Library Cards**

- A lost or stolen card must be reported immediately. Customers are responsible for materials checked out prior to notification.
- A \$2.00 fee is charged to replace a lost, stolen, or damaged library card.
- Outstanding fees must be paid and overdue materials returned before the card is renewed.

**Loan Periods**

Check-out period for library materials is calculated on calendar days.

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| • Reference  | Does not circulate |
| • Current Periodicals & Newspapers                       | Does not circulate |
| • DVD / Blu-Ray  | 7 days             |
| • New Materials  | 14 days            |
| • Other materials (including past issues of periodicals) | 21 days            |

There is a general limit of 20 items per card; DVDs are limited to 3 per card

**Renewal of Materials**

- All materials may be renewed unless they are on hold of another individual.
- A maximum of two (2) renewal per item is permitted.
- Materials may be renewed in person, online or by telephone.

**Lost or Damaged Materials**

- If materials are lost or damaged beyond repair, the cost of the materials plus a \$5.00 processing fee must be paid.
- A processing fee is not charged for materials under \$5.00 in value.
- Library privileges are suspended until replacement costs are paid.
- Payment is refunded if lost materials are returned in acceptable condition within 30 days of payment. All refunds require a check to be issued by the city clerk and will be mailed to patrons within 10 business days of materials being returned. The refund will be for the amount paid minus the \$5.00 processing fee.

### **Reserving Materials (Placing Holds)**

- All circulating materials may be reserved.
- When more than one reserve is placed on an item, a queue will be established. Reserves are filled according to the order received.
- Notification is made by telephone or email when materials are available. Reserved materials are held for three days after notification.

### **Returning Materials**

- Borrowed materials may be deposited in the return slot at the circulation counter or in the outside return near the entrance of the library.
- The outside return is open 24 hours a day.

### **Special Arrangements**

- Special arrangements for the use of library materials (for institutions, special groups of patrons, deposit collections, multiple sets, etc.) may be made. All such arrangements are subject to the approval of the Library Director.

Adopted by the Norwalk Easter Public Library Board of Trustees February 10, 2003

Revised January 18, 2005

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